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CLICK HERE FOR DIRECTOR OF CHILDREN AND FAMILY SERVICES' REPORT DATED MARCH 5, 2012



**County of Los Angeles  
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

425 Shatto Place, Los Angeles, California 90020  
(213) 351-5602

**PHILIP L. BROWNING**  
Interim Director

Board of Supervisors  
GLORIA MOLINA  
First District  
MARK RIDLEY-THOMAS  
Second District  
ZEV YAROSLAVSKY  
Third District  
DON KNABE  
Fourth District  
MICHAEL D. ANTONOVICH  
Fifth District

January 3, 2012

To: Supervisor Zev Yaroslavsky, Chairman  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

From: Philip L. Browning, Interim Director

**RESPONSE TO THE DECEMBER 20, 2011 MOTION ENHANCING OPEN  
COMMUNICATIONS WITH DCFS**

On December 20, 2011, on motion of Supervisor Antonovich, you directed the Department of Children and Family Services (DCFS) to report back in 14 days on initial steps taken to promote, welcome, facilitate and increase open communication between the Department and the public by ensuring that:

1. the business cards of all DCFS employees include their full work address, work phone number and work email address; and
2. the voicemail connected to the work phone number on the business card is properly and timely messaged with an alternate, working phone number when the DCFS employee is on vacation or otherwise absent for an extended period of time.

DCFS has prepared a memo to all staff instructing them to ensure that all business cards include their full work address, work phone number and work email address. We have received an estimate for ordering new business cards for all current Children's Social Workers (CSW) and Supervising Children's Social Workers (SCSW). The estimated cost for ordering non-color (black and white) business cards for this social work staff is \$33,400, without consideration of attrition or staff movement. The all staff memo will provide instruction to handwrite or otherwise ensure that the Child Protection Hotline phone number is also listed on business cards until new cards are received and for future orders to include the contact information indicated. SEIU 721 has expressed concerns about placing email addresses on the cards for represented staff, and this item is on the January 2012 Labor Management Committee agenda at the Union's request.

The Honorable Board of Supervisors

January 3, 2012

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The aforementioned all staff memo will also advise employees to ensure the voicemail connected to their work number is properly working. An attachment to the memo will provide language for outgoing messages, which includes all the information required in the Board motion, including an alternate contact with a working phone and Child Protection Hotline information. We are also working with the Internal Services Department (ISD) to provide user-friendly voicemail instructions to be placed on the Department's internal website to ensure accessibility for all staff and easy updates as new improvements to voicemail technology are implemented. Finally, we have requested as-needed voicemail training from ISD based on individual DCFS office requests.

If you have any questions, please call me or your staff may contact Aldo Marin, Manager, DCFS Board Relations Section, at (213) 351-5530. Thank you.

PB:AG

c: Executive Officer, Board of Supervisors





**County of Los Angeles  
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

425 Shatto Place, Los Angeles, California 90020  
(213) 351-5602

**PHILIP L. BROWNING**  
Director

February 29, 2012

To: All Staff

From: Philip L. Browning, Director

Board of Supervisors  
GLORIA MOLINA  
First District  
MARK RIDLEY-THOMAS  
Second District  
ZEV YAROSLAVSKY  
Third District  
DON KNABE  
Fourth District  
MICHAEL D. ANTONOVICH  
Fifth District

**BUSINESS CARDS AND VOICEMAIL INFORMATION**

As public servants in a child protection agency, we have the duty to be available to our clients and partners to receive information and feedback on matters related to our work. As such, please ensure the following:

(1) Business cards of all DCFS employees should include the staff's full work address, work phone number and work email address. All new orders for business cards should also include the Child Protection Hotline phone number: (800) 540-4000. If the Hotline phone number is not printed on existing business cards, staff should write or otherwise include the information on the card.

(2) Department staff should also ensure that the voicemail connected to their work number is properly working. The outgoing message should include an alternate contact with a working phone number, as well as the Child Protection Hotline number. Prior communications noted that voicemail should include staff's supervisor's name and phone number, which may serve as the alternate contact. For management staff, staff may choose to designate their support staff, e.g., secretaries, in lieu of their direct supervisor, especially in situations where the direct supervisor is not housed in the same office.

Thank you for your dedication to providing excellent services and open communication for our clients, external partners, and fellow staff.

PB:ag



**County of Los Angeles  
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

425 Shatto Place, Los Angeles, California 90020  
(213) 351-5602

**PHILIP L. BROWNING**  
Director

March 5, 2012

To: Supervisor Zev Yaroslavsky, Chairman  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

Board of Supervisors  
GLORIA MOLINA  
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Fifth District

From: Philip L. Browning, Director 

**UPDATED RESPONSE TO THE DECEMBER 20, 2011 MOTION ENHANCING OPEN COMMUNICATIONS WITH DCFS**

On December 20, 2011, on motion of Supervisor Antonovich, you directed the Department of Children and Family Services (DCFS) to report back in 14 days on initial steps taken to promote, welcome, facilitate and increase open communication between the Department and the public by ensuring that:

1. the business cards of all DCFS employees include their full work address, work phone number and work email address; and
2. the voicemail connected to the work phone number on the business card is properly and timely messaged with an alternate, working phone number when the DCFS employee is on vacation or otherwise absent for an extended period of time.

DCFS provided a response on January 3, 2012 and you requested an update by March 5, 2012. DCFS management met with SEIU 721 on January 24, 2012 in order to address the Union's concerns about placing email addresses on business cards for represented staff and the handling of email communications outside of DCFS. DCFS' Security Officer obtained information from the State that allows emailing of confidential information provided the email is encrypted. As a result, our Security Officer revised the Department's email procedural guide to provide the clarification the Union sought on email communications with clients and others outside the Department. The procedural guide is undergoing review and is expected to be promulgated in early March. The procedural guide will provide instructions on how to encrypt email sent outside of the Department and instruct staff that outgoing emails must contain a confidentiality statement.



The Honorable Board of Supervisors

March 5, 2012

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In addition, the Department's Property Management section has looked at ways to facilitate the use of out-of-office voicemail messages by staff. Property Management reports that the Department has three voicemail systems, and on February 17, 2012, the voicemail guides specific to each DCFS location were uploaded on LAKids, the Department's internal website. As an adjunct to this, DCFS offices have been instructed how to request voice mail training for their staff.

Lastly, the Department compared the cost of ordering new business cards for all social work staff, which is estimated to be over \$33,400, with the cost of \$7,658 for normal annual business card ordering. Due to present budget considerations, DCFS will ensure that newly ordered and re-ordered cards will contain all the information requested rather than completing a mass re-order.

Please see the attached memo distributed to all staff instructing them to ensure that all business cards include their full work address, work phone number and work email address.

If you have any questions, please contact me or your staff may contact Aldo Marin, Manager, DCFS Board Relations Section, at (213) 351-5530. Thank you.

PLB:ag

Attachment

c: Executive Officer, Board of Supervisors  
County Counsel